



Federal Aviation Administration

Office Of The Chief Counsel

Office Of Dispute Resolution For Acquisition (ODRA)

ADR SURVEY RESULTS

(Updated As of August 13, 2004)

General Information:

To date, ADR surveys have been sent to 377 participants in 146 cases that were resolved completely by the FAA Office of Dispute Resolution for Acquisition ("ODRA") through ADR. Of those, the ODRA received completed surveys from 107 participants (representing parties in 69 bid protests, 36 contract disputes, and 2 other cases).

Survey Respondents included:

Protester/Contractor: 32
Counsel for Protester/Contractor : 15
Counsel for Awardee/Interested Party: 5
FAA Contracting Official: 18
FAA Agency Counsel: 26
Awardee/Interested Party: 5
TSA Agency Counsel: 1

ADR Techniques:

Technique	Total	Protests	Contract Disputes
Mediation	53	31	22
Fact Finding	14	9	5
Neutral Evaluation	28	24	4
Minitrial	0	0	0
Binding Arbitration	6	2	4
Hybrid	12	9	3

Average Ratings for Individual ADR Elements in accordance with the following scale:

Excellent 1	Good 2	Neutral 3	Fair 4	Poor 5
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Fairness/Evenhandedness	1.42
Opportunity to State Your Case	1.32
Use of Fair and Consistent Procedures	1.45
Responsiveness/Timeliness	1.48
Economy/Cost/Resources Expended	1.45
Case Analysis and Facilitation of ADR by ODRA Neutral	1.48
Lack of Bias of ODRA Neutral	1.68

Overall Satisfaction with ODRA ADR Process:

Level of Satisfaction	Total	Protester/ Contractor	Counsel for Protester/ Awardee/ Contractor	FAA Contracting Official	FAA Agency Counsel	Awardee/ Interested Party	TSA Agency Counsel
Very Satisfied	71	20	13	13	26		1
Satisfied	20	8	7	4	3	3	
Dissatisfied	3			3		1	
Very Dissatisfied	3	2		1			
No Rating	2	1			1		